



**DEPARTMENT OF PERSONNEL**

209 E. Musser Street  
Carson City, Nevada 89701-4204  
(775) 687-4050

**MEMO PERD #14/99**  
**March 24, 1999**

**PERSONNEL COMMISSION MEETING**  
**MINUTES OF FEBRUARY 11, 1999**

**I. CALL TO ORDER**

The Personnel Commission was called to order by Chairman Manos at 9:40 a.m. February 11, 1999, at the Nevada Commission on Tourism, Carson City. Members present: Chairman Manos, Commissioner Enus, Commissioner Gamboa, and Commissioner Skaggs. Also present were: Jeanne Greene and Carol Thomas from the Department of Personnel and Jim Spencer representing the Attorney General's office.

**II. ADOPTION OF AGENDA**

Commissioner Skaggs' motion to approve the agenda was seconded by Commissioner Enus and unanimously carried.

**III. MINUTES OF PREVIOUS MEETING**

The minutes of the December 17, 1998, Personnel Commission meeting were approved by acclamation.

**IV. CLASSIFICATION APPEAL**

Thomas Lynch, Accounting Clerk III  
*Western Nevada Community College - Fallon*

Thomas Lynch appealed for reclassification to an Accounting Specialist, grade 27. He is currently the Accounting Clerk III, grade 25, for both the Executive Dean of the Fallon campus and the Dean of Off-Campus Programs. He indicated that no representative from the University, Business Center North or the Department of Personnel came to his office to audit his position and felt this adversely affected their decision. He presented charts showing his duties as they relate to other positions within the University and Community College System of Nevada (UCCSN). The two programs he manages total 2.8 million dollars and represent 40.6% of the total

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academic budget for the college. He also handles purchasing and manages personnel functions, i.e., letters of appointments, contracts, and hiring of faculty.

Commissioner Gamboa asked Mr. Lynch how his duties and responsibilities fell within the class concepts of an Accounting Specialist. Mr. Lynch replied he performs every function of an Accounting Clerk III, plus manages all the funds for the two deans. Incumbents who manage similar funds for other campuses are classified as Management Assistant III's and IV's, grades 27 and 29.

Commissioner Enus asked Mr. Lynch to further describe his personnel functions. Mr. Lynch explained the deans make hiring and curriculum decisions based on the budget figures he provides. Based on past employment history of instructors he sets the pay levels, writes contracts and processes the related hiring forms. Commissioner Enus asked Mr. Lynch about his functions in forecasting budgets. He replied he forecasts from transaction detail from prior periods. He added he manages 140 accounts.

Pat McAlinden, Personnel Analyst, Business Center North, explained that as a result of a telephone audit of Mr. Lynch's position, it was determined a majority of the duties were in the accounting function rather than secretarial/clerical. These findings resulted in the position being moved from a Management Assistant II, grade 25, to a Accounting Clerk III, grade 25.

Ms. McAlinden presented a chart comparing the duties of the position when it was established in 1992 as a Management Assistant II and those of the current job. A combination of budget and purchasing duties had increased 22%. Personnel duties decreased by 9%. She conducted a telephone audit with Mr. Lynch, his supervisor, and the Executive Dean and Assistant to the President. His work is verified for correctness by an Accounting Specialist, grade 27, reporting to an Accountant Technician, grade 30, who also checks Mr. Lynch's work. Purchase orders are reviewed by BCN Purchasing prior to any action; letters of appointment are checked by a Personnel Technician III, grade 29. The accounting and personnel functions Mr. Lynch performs compare favorably with other grade 25 level positions including Management Assistant II's, Personnel Technician I's, and Accounting Clerk III's within the UCCSN. Ms. McAlinden reviewed the concepts for Accounting Specialist and stated that Mr. Lynch's duties did not fall within those concepts. To grant this appeal would directly affect 38 Accounting Clerk III's within UCCSN.

There being no further discussion, Commissioner Gamboa made a motion to grant Mr. Lynch's appeal, indicating the position warranted an upgrade to a Accounting Specialist, grade 27. There was no second of the motion.

Commissioner Skaggs motioned to deny the appeal which was seconded by Commissioner Enus, and the motion carried with Commissioner Gamboa opposing.

**V. DMV SERVICES TECHNICIAN/SUPERVISOR CLASSIFICATION STUDY**

**A. Amendment to DMV Services Technician/Supervisor Class Specification**

Carol Thomas explained the proposed class specification contained revisions which were approved by the Personnel Commission at the December 17, 1998, meeting. Because further changes were made, the class specification needed to be re-approved. All references to advanced journey, journey, and below journey levels were removed, and the class concepts were clarified for DMV Services Technician IV in that they supervise both DMV Services Technician II's and III's. An issue raised by the Rural Office DMV Services Supervisor I's regarding statewide Commercial Driver's License (CDL) responsibility was reviewed and the Department of Personnel determined that no one person had sole statewide CDL responsibility. Therefore, this responsibility was removed from the DMV Services Supervisor II concept and recognized at the regional level in the DMV Services Supervisor I concept.

Chairman Manos called for discussion from members of the Commission on the proposed changes as well as from the audience.

Alison Reardon, Employee Representative, State of Nevada Employees' Association (SNEA), objected to the concept proposed by the new class specification for DMV Services Technician IV because there is no pay differential for positions with supervisory duties.

Carol Thomas responded by saying that supervision is one of the seven classification factors. Equal strengths were found in positions which supervise and those overseeing Express Offices and the CDL program.

Commissioner Skaggs' motion to adopt the revised changes to the DMV Services Technician/Supervisor class specification was seconded by Commissioner Enus and unanimously carried.

**B. Classification Appeals**

**1. SPECIAL PLATES**

*3 Technician II's - Carolyn Clay, Patricia Irwin, Marian Tobey*

Patricia Irwin, representing the group, requested reclassification of their positions from the DMV Services Technician series to the Program Assistant series. Ms. Irwin cited the functions of the technicians in this section as follows:

1. Research, review for compliance, and process applications for 34 different types of license plates,

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2. Maintain databases for handicapped and personalized plate requests,
3. Handle telephone requests for information,
4. Possess good communication skills for dealing with customers,
5. Maintain inventories,
6. Suspend registrations,
7. Maintain confidentiality,
8. Maintain statistics on plates issued,
9. Function independently,
10. No other section performs these functions.

Ms. Irwin referred to statements regarding the Genesis Project made by Mr. Bruce Glover, Deputy Director, DMV&PS, in which he indicated some headquarter functions will be decentralized including issuance of special plates. Branches will be organized into teams and employees will be trained and empowered to make decisions for which they currently need supervisory approval. Other sections are dependent on their expertise and that was the basis for their appeal.

Reta Hanks, Personnel Analyst, Department of Personnel, stated the recommendation for these positions in Special Plates was DMV Technician II, grade 25. This was based on limited program scope and is consistent with single program areas described in the class specification. The appellants were requesting a four-grade increase to Program Assistant IV, grade 29. These positions were compared to 50 other DMV Services Technician II's in Insurance Verification, Title Research, Title Production, Microfilming and Dismantling. The Personnel Commission upheld the new class specifications at the December 17, 1998, meeting which identified these positions at grade 25. At that time, the Commission voted to keep these single program positions in the DMV Services Technician series based on the following factors: vehicle licensing, visibility of the programs, and the regulatory nature of the positions. Also, the minimum qualifications directly relate to public contact and the explanation of rules and regulations while the Program Assistant series only requires a general clerical background. Complexity and consequence of error are limited, and the positions should remain DMV Services Technician II's, grade 25.

Ms. Irwin expressed concern that it appeared their positions were classified based on the Genesis Project.

Commissioner Enus stated that the Department of Personnel demonstrated the positions fit snugly within the criteria of DMV Services Technician II. She felt it was premature to determine what effect the Genesis Project would have on various positions.

Commissioner Enus' motion to deny the appeal was seconded by Commissioner Skaggs, and the motion carried unanimously.

2. DRIVER'S LICENSE REVIEW

*15 Technician II's – Nancy Crump, Debbie Danner, Jaimi Dawes, Barbara James, Maura Long, Bonnie Lyons, Jane Maynard, Clare Meshberger, Katie Mills, Vickie Parker, Teri Ray, Trudy Richards, Connie Wachtveitl, Danielle Wenzel, Jim Wiseman*

Katie Mills represented this group of appellants who were requesting reallocation to Program Assistant III, grade 27, stating that all functions of the License Review section were accurately described in that series. Ms. Mills presented the following points:

1. Deal with the public in person, by phone and mail;
2. Decisions made over the phone are hindered by lack of eye contact, body language and visual confirmation of understanding;
3. Good communication skills are required to handle irate and hostile customers;
4. New national programs have increased the complexity of their duties;
5. Determine eligibility of drivers' with problem records or medical problems;
6. Deal primarily with courts, law enforcement, insurance companies and physicians;
7. Other sections depend on their expertise and no other section performs similar tasks.

Ron Foster, Personnel Analyst, Department of Personnel, indicated these positions were appropriately classified at DMV Services Technician II, grade 25, because they have limited program responsibility, limited scope, and limited customer contact. They do not deal with the public face-to-face for a majority of their time. Mr. Foster stated the work of the appellants was described by specific procedures, and once a reason was documented, driver's license withdrawal was automatic and computer generated, requiring no judgment by the appellants. They contact various entities by phone or mail for clarification of information or refer the customer to the testing section. Withdrawal transactions occur at an approximate rate of 700 per day which is considered repetitive production work. These positions fit within the concepts of DMV Services Technician II, grade 25.

There being no further discussion, Commissioner Skaggs made a motion to deny the appeal which was seconded by Commissioner Enus and unanimously carried.

3. RENO REGISTRATION

A. *1 Supervisor I - Nora Wiemer, 1 Supervisor II - Marie Belli*

Ron Foster stated that Nora Wiemer and Marie Belli had withdrawn their appeals.

B. *1 Technician III - Michelle Christian*

Alison Reardon of SNEA, representing the remaining appellants, discussed the confusion the Genesis Project had created among the DMV appellants. She asked that the Department of Personnel make a commitment to reevaluate these positions after Genesis was implemented.

Chairman Manos stated if they felt their positions had changed significantly, they could file a NPD-19 with the Department of Personnel.

Michelle Christian's primary complaint was that the class concepts for DMV Services Technician III incorporated new duties that she was not currently performing. She felt those added duties reflected the changes the Genesis Project would create.

Jeanne Greene, Director of Personnel, clarified that the concepts for DMV Services Technician III were written to encompass positions in the rural offices (who are performing all the duties) as well as the metropolitan offices, and the phrase *and/or* was used to describe the variety of duties performed by all positions.

Ron Foster, representing the Department of Personnel, stated that Ms. Christian's position was originally upgraded from a grade 25 to grade 27, and she was now requesting to be upgraded to a DMV Services Technician IV, grade 29. To grant this request would impact 386 other DMV Services Technician positions. Mr. Foster indicated Ms. Christian was performing identical duties to almost 240 others. She works side-by-side with 23 other DMV Services Technician III's in her office and none of those incumbents appealed.

Commissioner Enus' motion to deny the appeal was seconded by Commissioner Skaggs and unanimously carried.

C. *3 Technician IV's - Sandra Cannon, Linda Felices, Margaret Ward*

Alison Reardon, SNEA, represented these appellants who were concerned about equity because comparable positions in Las Vegas were moved from a

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DMV Services Technician III to a DMV Services Supervisor I and the appellants were not.

Linda Felices described her position as performing the exact same duties as those upgraded to DMV Services Supervisor I and felt her classification was based solely on volume of work. Her work unit handles registration issues only, not driver's licensing, and she supervises DMV Services Technician I's and II's.

Ron Foster and Vivian Kuhn, Personnel Analysts, Department of Personnel, explained the Las Vegas Office is aligned differently than Reno Registration. The DMV Services Supervisor I's in Las Vegas are responsible for the management of programs and supervision of day-to-day operations. At Reno Registration, these responsibilities are split between the DMV Services Supervisor I and the DMV Services Technician IV. The DMV Services Technician IV's supervise the day-to-day operations. This was a decision made by the Department of Motor Vehicles and Public Safety (DMV&PS) management. Volume of work was not considered in these classifications; the DMV Services Supervisor I's in Las Vegas are performing more managerial functions and supervise DMV Services Technician III's and IV's.

Discussion continued on the inequities that would occur if the Commission granted this appeal, with Chairman Manos stating that the Department of Personnel could not change management decisions.

Vivian Kuhn added that in reviewing the appellant's NPD-19's, they did not describe any budget responsibilities. Whereas the DMV Services Supervisor I's in Las Vegas monitor and provide input on their budgets.

Commissioner Enus asked for examples of the duties of the DMV Services Supervisor I's in Las Vegas compared to the DMV Services Supervisor I and the DMV Services Technician IV's in Reno Registration.

Mr. Foster explained the DMV Services Technician IV's in the Reno office have full supervisory responsibility for DMV Services Technician II's and III's, serve as subject matter experts in a specified program area, and supervise day-to-day program operations. The DMV Services Supervisor I's in Reno have full supervisory responsibility over the DMV Services Technician IV's and perform managerial functions including budgeting.

Mr. Foster indicated that DMV Services Supervisor I's in Las Vegas have full supervisory responsibility for DMV Services Technician III's and IV's in addition to supervising the day-to-day operations and performing managerial functions including budgeting.

Ms. Felices stated she also has budgetary responsibility. She didn't understand how the Department of Personnel saw the positions in the North and South as being different because they submitted one NPD-19 representing both areas.

Mr. Foster explained that the duty statements on the NPD-19's may have been the same, but the differences were discovered in the desk audits. Ms. Kuhn added that the Reno positions were previously lead workers and the full supervisory responsibility was new.

Commissioner Enus' motion to table the appeal until clarification between the positions in the Las Vegas and Reno offices could be made was seconded by Commissioner Gamboa and the motion carried with Commissioner Skaggs abstaining. Chairman Manos requested the Department of Personnel readdress this appeal prior to the next Personnel Commission meeting.

4. EXPRESS OFFICES

*2 Technician IV's - Brenda Goodwin, Betty St. Mary*

Attorney Mike Lindell, Jones Vargas Attorney's At Law, represented these appellants in their appeal for classification to DMV Services Supervisor I, grade 31. They were Driver/Motor Vehicle Supervisor I's, grade 29, before the study and received a title change to DMV Services Technician IV, grade 29.

Mr. Lindell stated that employees at the main DMV office in Reno who were promoted to DMV Services Supervisor I, grade 31, had far less experience than the appellants. He stated there were no significant differences between the DMV Services Supervisor I and the DMV Services Technician IV positions. Mr. Lindell compared the positions in the express and rural offices, citing more similarities than differences. The appellants oversee their offices, however, they do not have full supervisory responsibilities. His comparisons indicated the appellant's functions were more similar to a DMV Services Supervisor II than those of DMV Services Supervisor I.

Mr. Lindell stated his clients perform duties which were more complex and varied than those who were classified as DMV Services Supervisor I or DMV Services Supervisor II in the main DMV office in Reno. The appellants manage their offices no differently than DMV Services Supervisor I's in rural offices.

Reta Hanks and Kris Ross, Personnel Analysts, Department of Personnel, clarified that the classification factors do not include years of experience. Ms. Hanks stated that all DMV Services Supervisor I's have full supervisory responsibility which include performance evaluations, hiring, discipline,

dismissals, etc., for DMV Services Technician III's and IV's. The Express Offices have DMV Services Technicians working the phones and counters on a two-week rotation basis from the main Reno office. Even though the appellants oversee the activities of the rotation personnel, they do not have full supervisory responsibility for them.

Ms. Hanks stated the level of responsibility and the complexity of these positions were no greater than other positions the Personnel Commission had previously reviewed at grade 29. Reclassification to grade 31 would create inequities and she asked these positions remain consistent with the class specifications at DMV Services Technician IV, grade 29.

Discussion continued regarding the duties and responsibilities of the appellants.

Commissioner Gamboa indicated these appellants were supervisors and he understood why they were upset their titles no longer contained the word *supervisor*.

Chairman Manos called for a motion. Commissioner Skaggs' motion to deny the appeal was seconded by Commissioner Enus and the motion carried with Commissioner Gamboa opposed.

5. RURAL OFFICES

*3 Supervisor I's - Mary Valenzuela, Dora Grund,  
Wendell Hammargren*

This item was reintroduced after being tabled at the December 17, 1998, Personnel Commission meeting because there was a question regarding statewide CDL responsibility. This was resolved in the class concepts which were approved by the Personnel Commission earlier in this meeting.

All three appellants requested classification to DMV Services Supervisor II, grade 33. They were Driver/Motor Vehicle Supervisor II's, grade 31, before the study and received a title change to DMV Services Supervisor I, grade 31.

Mr. Hammargren stated they perform the same duties of a DMV Services Supervisor II in a metropolitan office as well as facility management, security, negotiating lease contracts, and budget input. Their offices provide full services including portions of the CDL program and they supervise DMV Services Technician III's and IV's. Mr. Hammargren's office has full service CDL responsibility. They are performing the same functions as they did before the study and felt they shouldn't be downgraded in title. He resented being compared to supervisors in metropolitan offices.

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Ron Foster and Kris Ross, Personnel Analysts, Department of Personnel, stated these positions were appropriately classified as DMV Services Supervisor I's based on three points.

- 1) The positions are in direct alignment with the class concepts for DMV Services Supervisor I in that they supervise small rural offices with a staff of ten or fewer employees who provide multiple registration, driver's license, occupational business license, and/or motor carrier services.
- 2) The positions compares directly with seven other positions who have responsibility for supervising rural offices, and in any class there are positions which are stronger than others.
- 3) None of these positions compare with DMV Services Supervisor II's in terms of level of responsibility. There is a great difference between supervising a staff of one to five and supervising a staff of 83. For example, the DMV Services Supervisor II in the Sahara Office directly supervises seven DMV Services Supervisor I's who each oversees a team of nine to ten DMV Services Technician III's and IV's. DMV Services Supervisor II's in a metropolitan office also have greater frequency of complex problems and conflicts to resolve.

Mr. Hammargren indicated that the Department of Personnel was looking at volume of work and not comparing similar duties.

Commissioner Enus felt the Department of Personnel had justified the reasons for their decision; it was not based on sheer volume but level of complexity and moved to deny the appeals. Commissioner Skaggs seconded the motion and it unanimously carried.

Commissioner Gamboa asked to be excused for the remainder of the meeting.

**6. SPARKS COMMERCIAL DRIVER'S LICENSE**

*1 Supervisor I - Joe Carrick*

Mr. Carrick explained he was told he would retain his classification as a DMV Services Supervisor II with an upgrade from grade 31 to grade 33. On January 7, 1999, he received a letter from State Personnel indicating that after considering issues raised before the Personnel Commission on December 17, 1998, his position was being reallocated in accordance with the revised class concepts to DMV Services Supervisor I. This was due to the fact that he didn't have sole statewide CDL program responsibilities.

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Mr. Carrick stated that even though the Rural Offices also perform CDL functions, he is singularly responsible for:

1. Administering the CDL medical waiver program on a statewide basis;
2. Maintaining records for all licensed Nevada commercial drivers who apply for and receive federal medical waivers to operate commercial motor vehicles;
3. Evaluating drivers with physical and mental disabilities;
4. Administering skill tests;
5. Reevaluating all drivers with medical waivers every 6 months to ensure they still qualify for the waiver;
6. Authorizing issuance of licenses to professional driving schools and auditing those schools annually after licensure;
7. Monitoring and updating all NDOT physical examination forms for commercial drivers statewide; and
8. Performing the same registration functions as those conducted in Express Offices.

Ron Foster, Personnel Analyst, Department of Personnel, explained that Mr. Carrick's original classification of DMV Services Supervisor II, grade 33, was based on the misunderstanding that he had sole statewide responsibility for the CDL program. The medical waiver program consisted of only 2% of his duties with the remaining 98% of his duties aligning with the class concepts for DMV Services Supervisor I. The Department requested that Mr. Carrick's position be classified as DMV Services Supervisor I, grade 31, with no change in grade.

Commissioner Enus' motion to deny the appeal was seconded by Commissioner Skaggs and unanimously carried.

**VI. COMMENTS BY THE GENERAL PUBLIC**

None.

**VII. SELECT DATE FOR NEXT MEETING**

Meeting to be held in Las Vegas on Friday, April 9, 1999.

**VIII. ADJOURNMENT**

The meeting adjourned at 1:50 p.m.